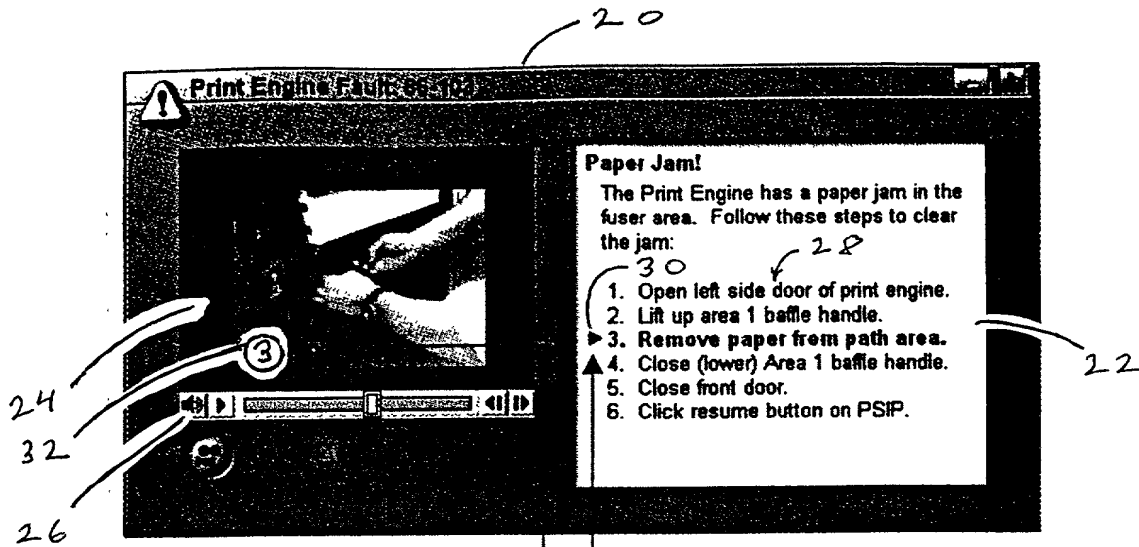


Figure 1 is a screenshot of a printer's control panel display. The display shows a 'Paper Jam' error message. The message text reads: 'Paper Jam', 'Feeder: A has a paper jam!', and 'Follow these steps to correct the fault:'. To the right of the text is a small image of a printer with a paper jam. Below the text, there is a circular button labeled 'Next' with a right-pointing arrow. The display is framed by a dark border with some text at the top, including 'Options' and 'Job'.

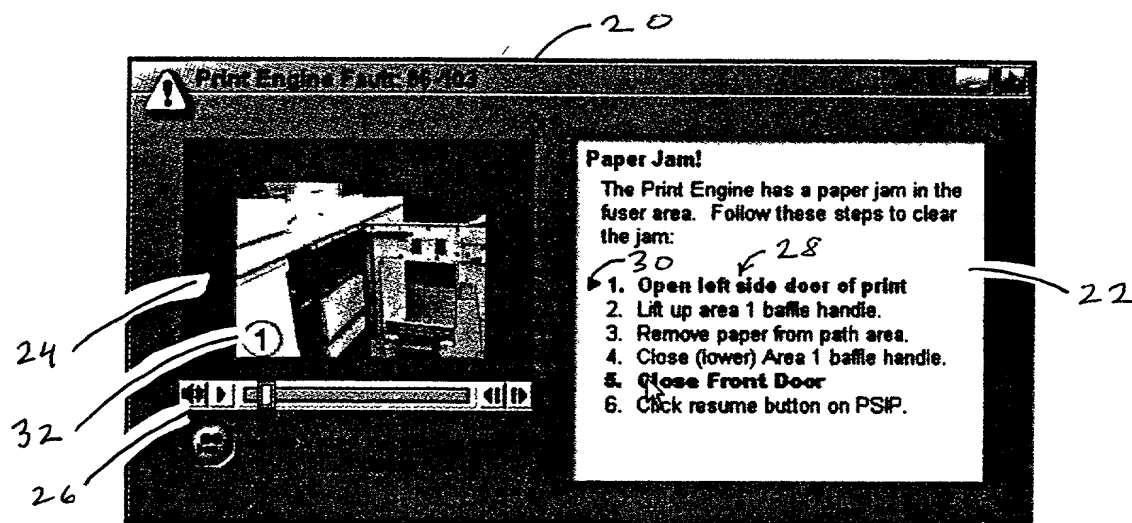
F. I. G. 1



Video→Text Linkage:

As soon as the instruction video reaches a certain step, the corresponding step in the text box is then visually accented.

FIG. 2A



Text→Video Linkage:

Another step can be viewed in the video by rolling over and clicking on another set of step text. This will cause the video to fast-forward or rewind to reach the beginning of the new selected step. Once it has reached the selected step, it will then automatically be playing.

FIG. 2B

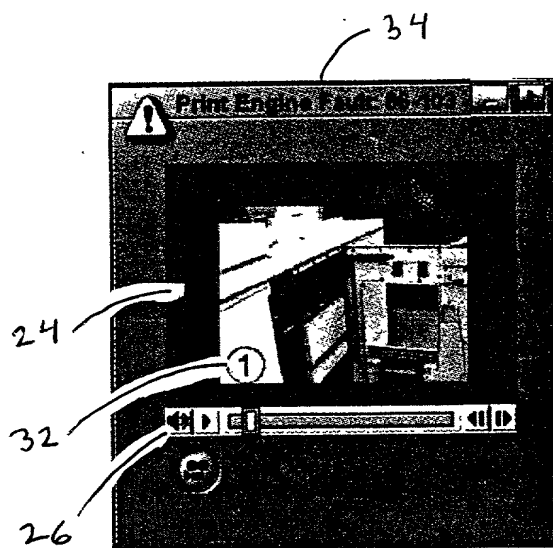


FIG. 3A

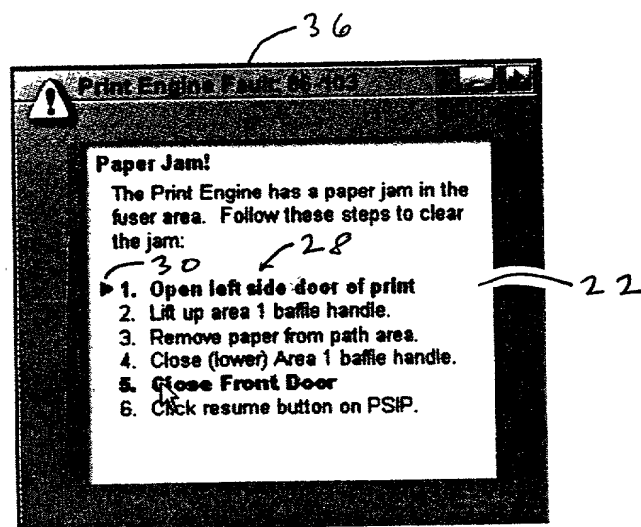


FIG. 3B

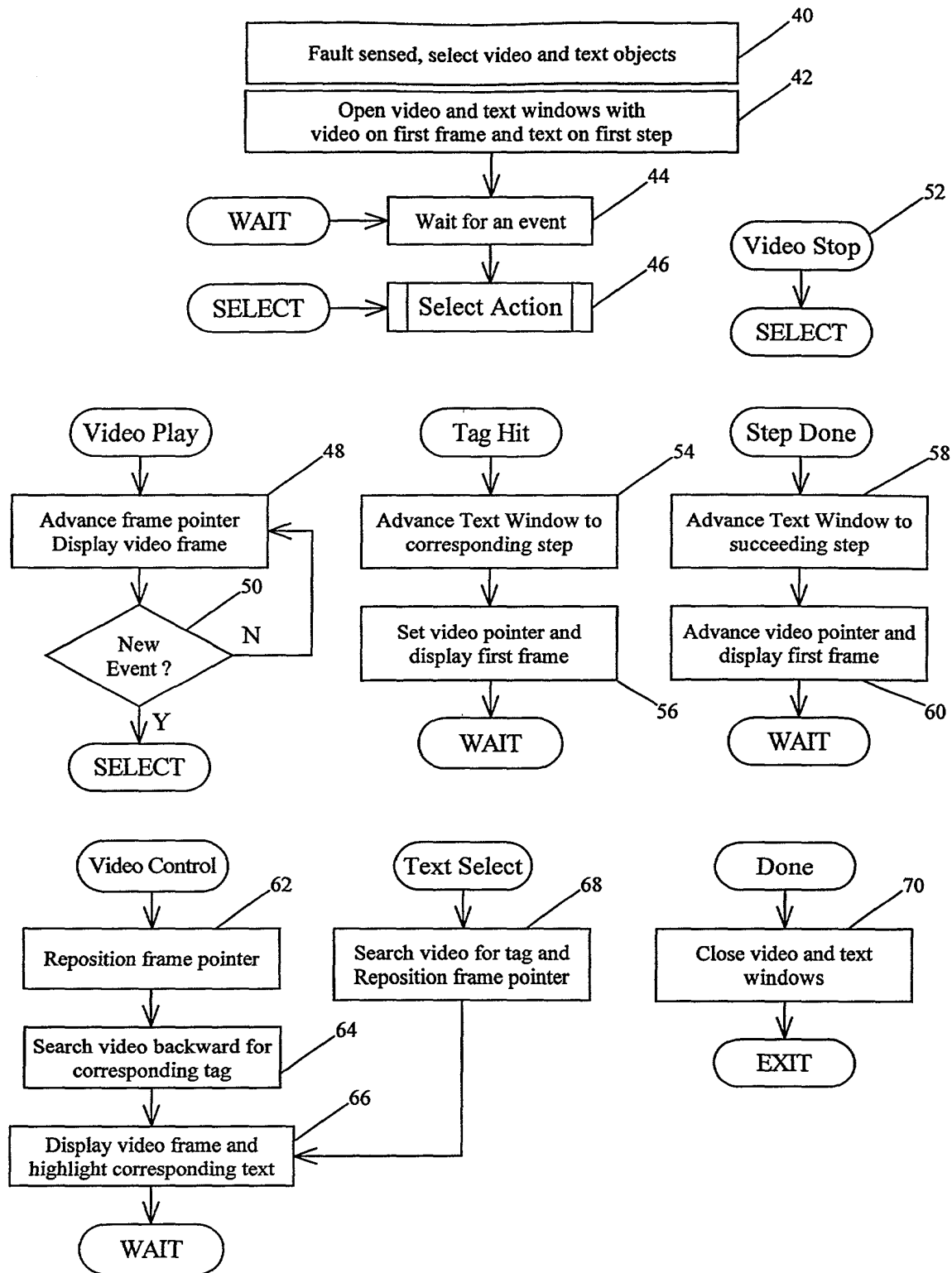


Fig. 4